

Cisco IP SoftPhone 1.3

The Cisco IP SoftPhone is an advanced, state-of-the-art communications application for your laptop or desktop PC. Enabled by Cisco AVVID (Architecture for Voice, Video and Integrated Data), the Cisco IP SoftPhone is a powerful voice-over-IP (VoIP) software application that is fully integrated with the Cisco Systems line of IP telephones.

Harnessing the Power of VoIP and PCs

The Cisco IP SoftPhone takes advantage of the usability of a PC and controls your hardware IP phone; in addition, it functions as a standalone software IP phone. An intuitive user interface and context-sensitive controls make it easy and fun to use. And, because the Cisco IP SoftPhone integrates with Microsoft's NetMeeting, advanced multimedia collaboration tools are right at your fingertips with a single click. Refer to Figure 1.

The Cisco IP SoftPhone takes full advantage of Lightweight Directory Access Protocol (LDAP) services that are part of a Cisco VoIP solution. Calling a user is now as simple as looking up a name in the company directory and dragging and

dropping it onto the Cisco IP SoftPhone. And with your personal directory, you can always find your contact list and connection information, even if you are not connected to a main directory server.

The need for advanced communications services is growing rapidly, and as IP-based telephony solutions continue to evolve in "Internet time," the Cisco IP SoftPhone will evolve right along with it.

A Flexible Solution—Your Phone Extension is Available Wherever You Go

The extensive array of features of the Cisco IP SoftPhone make it the natural choice for deployment in environments that demand new IP-based solutions. By using virtual private networks (VPNs), you can use any Internet connection while on the road to handle calls on your extension as if you were in the office. Anyone who needs a complete communications tool integrated with a personal computer to deliver VoIP and interoperate with the Public Switched Telephone Network (PSTN) will find the Cisco IP SoftPhone a natural choice.

Figure 1
Cisco IP SoftPhone



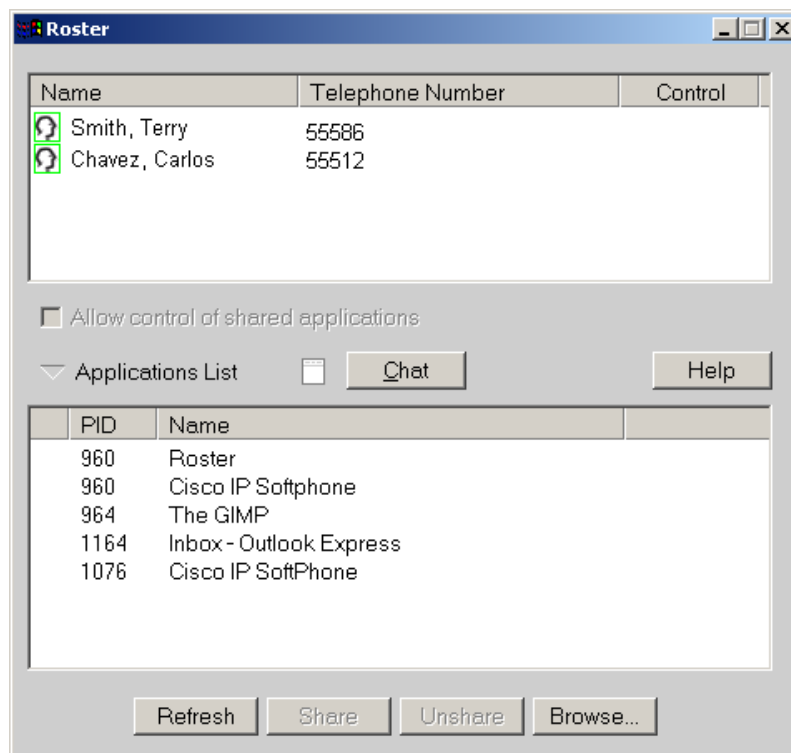


Conferencing and Collaborating the Easy Way

With the Cisco IP SoftPhone, setting up conference calls is quick and easy. Participants can be invited by dragging and dropping directory entries onto the Cisco SoftPhone to create a virtual conference room.

When a voice conference is established, you can share applications running on your desktop with all participants by selecting them from a list or dragging associated documents onto the virtual conference room. The illustration in Figure 2 shows the virtual conference room with a list of participants and applications available for sharing.

Figure 2
Cisco IP SoftPhone Virtual Conference Room



The Cisco IP SoftPhone brings an easy-to-use, highly configurable communications device to your PC desktop.

Easy to Use and Deploy

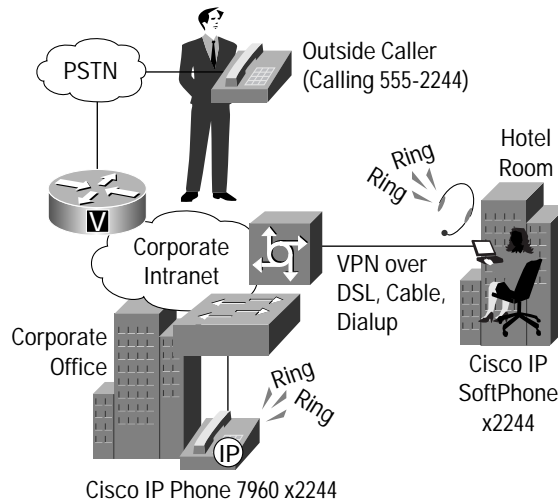
Because it runs on a PC, the Cisco IP SoftPhone has functionality and ease-of-use features not available on a legacy technology private branch exchange (PBX) telephone.

When connected to a Cisco CallManager-based VoIP network, your familiar communications profile is immediately available no matter where in the world you are. Refer to Figure 3.



Figure 3

With the Cisco IP SoftPhone, you can log on to your familiar profile and be assured that you will receive your calls—no matter where you are.



System administrators will like its easy deployment as either a standalone application or a computer telephony integration (CTI) control device for a physical IP phone.

The Cisco IP SoftPhone is a true Windows application and uses standard, open application programming interfaces (APIs).

Key Benefits

The Cisco IP SoftPhone goes beyond traditional time-division multiplexing (TDM) telephones to bring you the following advanced benefits available only with the integration of converged networks and PC applications:

- Make or receive calls within converged enterprise or legacy technology networks (PSTN or PBX)
- Collaboration integration—Integrated with Microsoft NetMeeting
- Compatibility—Works across most VPN configurations so you can place and receive calls wherever you are, even across the Internet (in most cases, quality of service cannot be guaranteed over the Internet)
- Versatility—Can be used as a software-only IP phone or to control a physical Cisco IP Phone
- Configurable online displays—Includes dial pad, directory, call history, and more
- Convenient keyboard shortcuts—Users can use the PC keyboard to enter numbers and dial digits; IP SoftPhone maps alphanumeric characters to the corresponding numbers on a phone keypad
- Drag-and-drop operations—Allows transferring calls and adding conference participants by dragging entries from a directory
- Greeting capability—Plays user-recorded greetings to callers
- Record call history—Automatically maintains a record of your calls, including called number, call timestamp, and call length, and allows you to call numbers from the log or store them in an address book
- Help—Provides context-sensitive online help
- WebInstaller—Facilitates distribution of software and configuration to end users



Enhancements in Version 1.3 include the following:

- Significantly reduced load times
- Ability to separately select sound card device for voice stream and ringers for better USB handset/headset integration
- Easy access to configuration dialogs for username, password, and Cisco CallManager address for ease of sharing PC with multiple users
- Call log enhancements
- Simplified Chinese and Korean versions

Basic Features

The Cisco IP SoftPhone has all the features of a desktop business telephone, including the following:

- Call timers
- Caller ID display
- Call deflection, enabling users to route calls automatically to voice mail or another destination
- Call transfer, including regular or blind transfer
- Call hold
- Call conferencing
- “Do not disturb”
- Last-number redial
- Public and private (phonebook) directory integration
- Call initiation via directory name completion or drag and drop
- Keyboard or screen dial pad
- Voice-mail integration
- PC speakers or headset volume control
- Microphone volume and muting controls
- Ringer volume and muting controls
- Full redundancy support with Cisco CallManager 3.1
- English, French, German, Japanese, Korean, and Simplified Chinese versions

Technical Specifications

- Requires Microsoft Windows 98 SE, Windows ME, Windows NT 4.0 (Service Pack 4 or greater), Windows 2000 or Windows XP
 - Basic system requirements
 - Pentium II 266-MHZ (Pentium 166-MHZ MMX if using only in phone control mode)
 - 64 to 128 MB of RAM (depending on feature activation)
 - Up to 40 MB free disk space (depending on installation options)
- Windows-compatible full-duplex sound card (for standalone phone mode)
- Standards supported
 - Telephony Application Programming Interface (TAPI) compliant
 - T.120 (via NetMeeting integration)
 - H.323
 - G.711, G.723.1, and G.729A coder-decoder (codec) support
- Server requirements
 - Cisco CallManager 3.0.6 or later
 - Cisco CallManager 3.1 or later for redundancy support
- Installable from CD-ROM or over a network via configurable install from the Web package

Services and Support

Cisco IP Communications services and support reduce the cost, time, and complexity of implementing a converged network, and they can help you create a resilient IP communications infrastructure that will meet your business needs today—and in the future.

Cisco and its partners have designed and deployed some of today's largest IP communications networks—they understand how to integrate an IP communications solution into your network infrastructure, a solution that will help you more quickly realize business results and gain a competitive advantage.

These results are delivered through a flexible suite of collaborative offerings that help you plan, design, implement, operate, and grow an IP communications solution.

Cisco design tools and best practices ensure the solution best fits your business needs from the start, eliminating costly redesigns and downtime. Cisco proven methods ensure a sound implementation that will deliver the functions and features you expect—on time. Support services include remote network operations, network management tools to administer the converged application and network infrastructure, and technical support services.

Cisco provides the flexibility you need to employ a services strategy that meets your specific requirements.



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